

**Before the
Federal Communications Commission
Washington, DC 20554**

In the Matter of)	
)	
Implementation of the National Suicide)	WC Docket No. 18-336
Hotline Improvement Act of 2018)	
)	

To: The Commission

**BRETSA’S COMMENTS ON IMPLEMENTATION OF THE NATIONAL SUICIDE
HOTLINE IMPROVEMENT ACT OF 2018**

The Boulder Emergency Telephone Service Authority (“BRETSA”),¹ by its attorney, hereby submits its Comments on the Commission’s Notice of Proposed Rulemaking in the above captioned proceeding.²

I. BRETSA Supports the Commission’s Proposal.

The Commission’s 9-8-8 National Suicide Hotline Number proposal can improve service to suicidal individuals and others suffering mental health emergencies. This ubiquitous, *easy-to-remember*, short-code for a National Suicide and Mental Health Hotline (“Hotline”) should increase the likelihood of in individual contemplating suicide or suffering a mental health emergency calling for support, vis-à-vis looking up a 10-digit national, state, county, city regional or private suicide, crisis, depression, behavioral health or mental health hotline or service, deciding which of such services to call, and calling them. It would also provide an option for individuals who do not want to call 9-1-1. The Commission should also address the feasibility of implementing text-to-988 as a means for individuals in crises to get help.

¹ BRETSA is a Colorado 9-1-1 Authority which establishes, collects and distributes the Colorado Emergency Telephone Surcharge to fund 9-1-1 Service in Boulder County, Colorado.

² Implementation of the National Suicide Hotline Improvement Act of 2018 (Notice of Proposed Rulemaking in WC Docket No. 18-336), FCC 19-128, December 16, 2019 (“NPRM”).

The Commission is faced with the option of recommending translation of the short code 9-8-8 into the 10-digit number for suicide hotlines in the same city, county, region or state as the caller, or establishing 9-8-8 as a national hotline. The benefit of routing calls to local suicide and mental health hotlines is that the local hotline call-takers will have familiarity with the area, with recent “triggering events” of a public nature in the area in which the caller is located, and who may “sound like” the caller. Local hotlines will also know the 10-digit administrative phone numbers for local PSAPs, to which to transfer calls or relay call-information when Emergency Response is required. (Such hotlines cannot transfer calls to “9-1-1” or conference-in “9-1-1” because the call will be routed to the PSAP serving the location of the suicide hotline offices.

The advantage of directing 9-8-8 calls to national mental health call centers (with all mental health call centers serving callers nationwide, and calls being directed to available call-takers wherever located), is that it appears it can be more readily implemented, and it should provide greater staffing efficiency to assure that a call-taker will be available for each call. BRETSA, like the larger 9-1-1 Community, is well-aware of the difficulty staffing such high-stress positions requiring specific skill sets, on a 24/7 basis. BRETSA believes the latter option, proposed by the Commission, is preferable because of the resulting efficiencies.

While BRETSA supports the Commission’s proposal, BRETSA is concerned that calls requiring First Responder intervention will be diverted to 9-8-8, delaying or making impossible the dispatch of First Responders to aid the caller when required.

II. Provision Must Be Made For Expeditious Transfer Of 9-8-8 Calls And Call Information To The Correct PSAP When First Responder Intervention Is Required.

A significant number of 9-1-1 calls are mental health calls, including calls from or regarding suicidal individuals. It has frequently been stated that Police, Firefighters and Paramedics are now on the front line of the mental health crisis in America. In 2019, the PSAP

serving the City of Boulder averaged 150 mental health calls a month (including suicide calls) and 400 homeless-related calls (with some homeless people who are the subject of 9-1-1 calls suffering from, and perhaps homeless as a result of, mental health issues). The City of Boulder, Boulder County and Longmont, Colorado public safety agencies and PSAPs all participate in the grant-funded EDGE (“Early Diversion Get Engaged”) Program, in which licensed mental health counselors accompany First Responders when dispatched on mental health or homeless-related calls during normal business hours. First Responders dispatched on mental health or homeless-related calls when EDGE counselors are not available, provide referrals for EDGE counselors to contact the subjects when the counselors are available.

Local suicide and crisis hotlines know the areas in which callers are located, and the 10-digit telephone numbers of PSAP administrative lines to which the calls can be transferred, or which can be conferenced-in on a suicidal person’s call, when dispatch of First Responders to aid the caller is indicated. This method of engaging First Responders is not ideal, but it is possible. However transfers of calls from national 9-8-8 call centers to PSAPs will be *delayed* or *impossible*. BRETSA is accordingly concerned that suicidal individuals, individuals suffering mental health emergencies and parties calling to report individuals in need of assistance, may call 9-8-8 instead of 9-1-1 and dispatch of First Responders will be unavailable.

A. Diversion of 9-1-1 Calls to 9-8-8 May Delay Or Prevent Life-Saving Emergency Response.

When a suicidal person calls 9-1-1, “Automatic Number Identification” (“ANI,” the person’s telephone number) accompanies the call even if the caller has activated Caller-ID Blocking on his or her device. The ANI provides the call-back number of the caller, and is used to retrieve “Automatic Location Identification” (“ALI”), which can be the address at which a landline telephone or fixed VoIP service is installed or the wireless caller’s location. With ANI

and ALI data automatically provided by the 9-1-1 system, PSAPs can dispatch First Responders to the caller's location even if the caller declines to provide or confirm their location.

Sometimes, suicidal callers disconnect before the ALI data is received, and ALI data for the caller will be unavailable when third parties report suicide threats. In those cases PSAPs can still identify the location of a landline phone or VoIP service installed at a specific address. For wireless callers, PSAPs can request the wireless service provider which supplies service to the disconnected caller to locate the caller's device. Without at least ANI information, locating a suicidal caller is more difficult and time consuming, if not impossible, when seconds count.

Suicide hotlines do not receive ANI or ALI data. Even if they did receive ANI the caller's ANI and ALI would not be provided to a PSAP when the call was forwarded to a PSAP or the PSAP was conferenced into the call, to a because the call cannot be delivered to the PSAP over a 9-1-1 trunk or ESInet configured to transfer ANI. If the suicide hotline dialed 9-1-1, the ANI and ALI for the *suicide hotline* location, *not* the suicidal caller's location, will be delivered to the PSAP. This is why calls to suicidal calls to hotlines must be forwarded to PSAP administrative lines, which are also typically answered on a secondary basis.

To BRETSA's knowledge, neither ANI nor ALI will be provided National Suicide Hotline. The Hotline may not know the caller's telephone number, and will not know the caller's location unless the caller tells the counselor his or her location. Even if a Hotline knew the caller's location, it is unlikely a national Hotline counselor could identify the PSAP serving the caller's location, or its 10-digit administrative number to which to transfer the call if necessary.

The situation faced by a Hotline counselor needing to transfer or report a call to a PSAP would be similar to that faced by a Telephone Relay Service ("TRS") Call Assistant ("CA") as described in the December 14, 2011 Comments of Krystallo Tziallila in PS Docket Nos. 11-153

and 10-255 (the text-to-911 and NG9-1-1 framework proceedings).³ Ms. Tziallila, a deaf woman, describes the difficulty a TRS CA encountered identifying the correct police department to call when Ms. was involved in a traffic accident, and the resulting delay. While Ms. Tziallila was confused and frustrating while she waited and waited for the CA to find the number of the police department to call; a suicidal caller to the Hotline may be acting on his or her threat while the Hotline counselor is trying to determine the PSAP in whose jurisdiction the caller is located, and find the 10-digit number for that PSAP.

The Commission does not address these issues in the NPRM

Currently, when BRETSA PSAPs receive a call from or regarding a suicidal person without location information, dispatchers turn to sources such as Rapid SOS, (they will soon have Smart 9-1-1 available), Facebook and other social media sources, and public safety agency records systems in attempt to find potential locations of the caller. These sources may not be useful or sufficiently expeditious for a person who may be committing suicide, but dispatchers have to use whatever sources they can when ANI and ALI data is unavailable.

PSAPs can also submit a request to the suicidal person's wireless service provider to locate, or "ping the location of," the person's cellphone ("Locate Request"). Since 2012, BRETSA has been calling the Commission's attention to the fact that wireless providers require PSAPs fill out and *fax* to them a form to initiate a Locate Request, adding unnecessary delay in locating the caller. If the PSAP doesn't know which wireless provider supplies service to the caller, the PSAP must send faxes to *all* of the wireless providers, not only delaying the initiation of the Locate process by the caller's provider, but potentially tying up other providers' personnel reviewing Locate Requests for callers they do not serve and delaying initiation of location of

³ A copy of Ms. Tziallila's Comments are appended hereto as Exhibit No. 1.

callers they do serve. It is now 2020, and the 1980s is still asking for its technology back. There must be a better, *more expeditious*, way.

Attached at Exhibit No. 2 hereto is the transcript of a 9-1-1 call to the Longmont, Colorado PSAP in which a young man called to report that his friend had threatened to commit suicide by stepping onto a major Interstate Highway in front of a tractor-trailer.⁴ Even though the caller was able to provide his friend's telephone number and identify his wireless provider, and the wireless provider waived its requirement that the PSAP take the time to complete and fax a Locate Request form before starting the Locate process; the location information was not received in time to save the suicidal young man. He stepped in front of a semi on I-70 in Aurora, Colorado approximately two minutes before the PSAP which received the call relayed the information to the PSAP serving his location; *but twelve minutes after the 9-1-1 call reporting his suicide threats was received*. Four minutes elapsed from the time the 9-1-1 call was received until the call-taker gathered and verified the necessary information, disconnected the call and was able to contact the wireless provider by phone (again, with the caller able to identify the wireless provider supplying service to the suicidal man, and without the PSAP being required to take the time to fill out and fax a Locate Request *form* to the provider). An additional eight minutes elapsed while the wireless provider determined the location and relayed it to the first PSAP. *In all, over nine minutes elapsed from the time the caller to 9-1-1 provided the suicidal person's phone number until the time the young man stepped in front of the semi; at about the time the wireless provider was completing providing the suicidal person's location to the first PSAP.*

⁴ A copy of audio recording of the call, "Suicide By Semi" is available at: <http://911colorado.org/911-audio-videos/other-911-calls/> or https://www.youtube.com/watch?feature=player_embedded&v=XeK_1PjoKzo.

Thus, without delivery of ANI to the Hotline, the Hotline may not know the caller's number eliminating the ability of the PSAP to submit a Locate Request form for the caller's device, or to identify the address at which the landline or VoIP service used by the caller is installed.⁵ The only action available to a Hotline may be to advise a caller who is proceeding to act on his threat or terminating the 9-8-8 call, to call 9-1-1. BRETSA fears that in such circumstances, callers may not follow that advice.

B. In Designating 9-8-8 As The National Suicide Hotline, The Commission Must Address The Technical Requirements For Transfer Of Calls From The National Suicide Hotline To PSAPs.

It is essential that the technical requirements involved in designating 9-8-8 as a ubiquitous national short-code to reach a suicide and mental health hotline include those necessary: (i) for delivery of ANI with each call to the Hotline,⁶ (ii) the ability for Hotline counselors to transfer calls to the PSAP serving the caller's location, routing the call transfers through the 9-1-1 system with ANI, (iii) for PSAPs to retrieve the ALI data associated with a transferred suicidal call's ANI, and (iv) a Hotline counselor to contact the PSAP serving the caller's location and report a disconnected call to the correct PSAP using the callers' ANIs for routing, and with the ANI transmitted to the PSAP for retrieval of the suicidal caller's ALI. (BRETSA does not express an opinion on whether Hotline counselors should have access to the ANI provided the Hotline, at least in the ordinary course of business.)

⁵ While ANI cannot be blocked for 9-1-1 calls, caller-ID could be blocked for 9-8-8 calls unless measures are taken to provide ANI notwithstanding the subscribers election to block sending their caller ID

⁶ Delivery of ANI to the Hotline would also enable (i) routing of calls from suicidal individuals and persons suffering mental health emergencies to the most appropriate Hotline call centers (e.g., routing of calls from Veterans to Veteran-focused call centers, or routing of calls to local call centers, in either case if counselors are available), (ii) counselors to access counselor notes from previous calls by a caller, and (iii) other measures to improve outcomes as may be recommended by experts. Whether callers would be required to register their number for routing of the call to a specific call center, for example, or existing databases of telephone numbers should be used, is beyond BRETSA's expertise.

In addition, BRETSA has previously stated that the time required to locate suicidal callers who have disconnected their call, or who have called a third party who has reported the suicide threat to a PSAP, could be reduced if (i) a Locate Request could be electronically submitted to a central location (“Electronic Service Bureau” or “ESB”) through CAD or PSAP telephone systems as soon as the suicidal person’s number is identified, (ii) the ESB to which Locate Requests are transmitted would use a database of telephone numbers served by each wireless provider to identify the wireless provider which supplies service to the end user to be located, (iii) the ESB would either electronically route the Locate Request to the wireless provider indicated, or even directly access the wireless provider’s systems to complete the Locate Request,⁷ and (iv) the location information would be electronically transmitted back to the PSAP. The Commission should act to implement a modern, more expeditious solution for PSAPs to submit a Locate Request, the Locate Process to be completed, and the location information provided the PSAP. It may be helpful to enable Hotline counselors to initiate Locate Requests, with the location information held for display only to the PSAP upon transfer.

It is vital that these or other solutions be implemented to limit delay in (i) Hotline call center identification of the PSAP to which a call or call-information should be transferred for dispatch of First Responders, (ii) transfer of Hotline calls to PSAPs when necessary, and (iii) PSAP determination of the location of a suicidal person to which First Responders should be dispatched. Solutions to eliminate delay in location of callers who have disconnected their calls, or who have called friends or family regarding their intentions rather than 9-1-1, will also improve response to other callers seeking emergency assistance whose calls may be disconnected.

⁷ BRETSA does not have information as to wireless provider procedures to locate callers’ devices, including the extent to which human intervention is required.

III. Funding Technical Requirements For Transfer Of 9-8-8 Calls To PSAPs.

The 9-1-1 Community is facing increased costs in deploying ESI-nets and NG9-1-1, and the increased cybersecurity requirements of IP-routed digital calls and call-associated data. Existing 9-1-1 funding cannot be diverted to support 9-8-8 Hotline transfers to PSAPs. Congress must fund the cost of implementing 9-8-8 and call transfers to PSAPs, including the necessary improvements to the 9-1-1 system, rather than creating an unfunded mandate that will undermine 9-1-1 service.

Accordingly, if the Commission is to establish 9-8-8 as the short code for the National Suicide Hotline, the Commission must also identify the technical solutions for expeditious forwarding of 9-8-8 calls or call information to the appropriate PSAPs when dispatch of First Responders to a suicidal individual's location is necessary.

Respectfully submitted,

**BOULDER REGIONAL EMERGENCY
TELEPHONE SERVICE AUTHORITY**

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February 14, 2020

Exhibit No. 1

Krystallo Tziallila
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PS Docket No. 11-153, In the Matter of Facilitating the deployment of Text-to-911 and other NG911 applications.

PS Docket No. 10-255, In the Matter of Framework for Next Generation 911 Deployment.

December 14, 2011

My name is Krystallo Tziallila. I am deaf myself. I use ASL to communicate with deaf people and written English to communicate with hearing people. I am a mother of hearing twin toddlers.

I would like to share what happened to me on Sunday, two days ago. I was driving with my twins in Washington DC. I was stopped at a red light and rear-ended unexpectedly the moment the light turned green. My first thought was about the twins in the back seat. I stepped out of my car and saw the driver from the car behind me berating me, trying to make me feel guilty.

I felt upset and dazed. I pulled out my smartphone and started the Video Relay Service app, however I could not even remember that the digits were 9-1-1. I knew that I should know the number, and could not believe that I could have forgotten it. I needed to call right now! Were they 9-9-1? No matter, I felt I had to dial something.

When I placed the call, I had to wait for a long time for an interpreter to connect. I hung up and redialed, making again the same mistake with the number. Finally I got connected to an interpreter. I signed to the interpreter that there was a car accident and that I needed to connect to police. The interpreter asked me where I was. I looked at a nearby building number and told my location.

Then I saw the interpreter searching for something. I waited for a long time. I asked: "What are you doing? Why have you not yet made the call? What is taking so long?" The interpreter responded: "I am looking for the closest police department in your area. There are five possibilities." I was confused. Why five? I waited and waited and waited. It felt like forever.

The other driver told me he had called the police. The police finally arrived, while the interpreter still was searching for information to connect the call! I tried to wave to the interpreter to stop searching, because the police were there, but I could not get the interpreter's attention. I was getting frustrated! Finally I got the interpreter's attention and was able to say that police were here. Then I hung up.

I had thought that calling 9-1-1 through relay would be like a direct call. I was shocked to find out that this is not true. How is it acceptable that the relay service has to search and takes forever to connect me?

I was lucky and neither me nor the twins were seriously hurt. But what if this had been a serious accident?

I have a question for the industry who support IP Relay as an interim solution for mobile access to 9-1-1.

If you had an emergency, how can you possibly think that calling through a relay and waiting forever for the relay to connect to 9-1-1 is acceptable? Are you willing to risk the lives of your family and children for this, just like I have to? If you do not, why can deaf people like me not get direct access now?

What if you have a deaf child? Will you tell your child: "Sorry, you have to use the relay service and wait like every other deaf or hard of hearing person?"

Thank you for your consideration.

Respectfully submitted
Krystallo Tziallila

Exhibit No. 2

Suicide by Semi
February 27, 2013 4:27PM MST
Transcript

Time (Tape)	Party	Audio
00:02	Longmont 9-1-1:	9-1-1. What is the address of your emergency
00:05	Caller:	Okay, my friend, a friend of mine just called me and told me he was going to kill himself and I
00:10	Longmont 9-1-1:	Okay. Where is your friend at?
00:13	Caller:	I don't know. He hung up on me and said he's somewhere on I-25 and he was going to step in front of a semi. And he hung up on me. I don't know if you can put a trace on his phone.
00:21	Longmont 9-1-1:	What is your name sir? Sir, what is your name?
00:24	Caller:	Aaron ----- [Last name omitted for privacy reasons].
00:26	Longmont 9-1-1:	-----? [Last name spelled; omitted for privacy reasons]
00:26	Caller:	Yes.
00:27	Longmont 9-1-1:	Aaron what's the cellphone number you're calling me from please?
00:30	Caller:	303-656-----.
00:38	Longmont 9-1-1:	One more time for me.
00:41	Caller:	303-656-----.
00:47	Longmont 9-1-1:	Okay. And what's your friend's name?
00:50	Caller:	Josh, his name is Josh.
00:51	Longmont 9-1-1:	And his last name please?
00:54	Caller:	Oh God, um -----, Josh ----- [Last name omitted for privacy reasons].
00:56	Longmont 9-1-1:	And how old is Josh?
00:59	Caller:	27.
01:03	Longmont 9-1-1:	And so he called you on your phone, on your cellphone, stated that he was going to kill himself.

01:08	Caller:	Yeah, he gave me his parents' phone number and told me to call them, and tell them he loved them.
01:14	Longmont 9-1-1:	By stepping in front of a semi?
01:17	Caller:	Yes, Yeah, that's what he told me.
01:20	Longmont 9-1-1:	Okay. And where did he say he was? Other than I-25?
01:24	Caller:	Um, that's all he said. He said he was on the Interstate. I asked him like eight times, he wouldn't tell me.
01:30	Longmont 9-1-1:	So he didn't say I-25.
01:32	Caller:	No, he said the Interstate. That's all I know.
01:34	Longmont 9-1-1:	Okay. We've got a couple of Interstates, so...
01:39	Caller:	Yeah, he he drives, um, God Oh God, I think it's a Jeep Cherokee, it's a silver he said, he told me he was pulling over on the Interstate and he lives in Aurora, so, um, I'm kind of assuming it's I-25.
01:53	Longmont 9-1-1:	Okay, what kind of a vehicle is it? You said a Jeep?
01:58	Caller:	Yeah, I think it's a Jeep Grand Cherokee. I'm pretty sure it's a Cherokee, but um.
02:00	Longmont 9-1-1:	What color is it?
02:02	Caller:	It's silver.
02:11	Longmont 9-1-1:	Okay. What is your home address, sir?
02:16	Caller:	----- [Street address omitted for privacy reasons] Street, Lyons Colorado
02:20	Longmont 9-1-1:	----- [Street address omitted for privacy reasons] Street?
02:22	Caller:	Well actually no no never mind I'm sorry I don't live there anymore. I can't think straight right now it's um...
02:26	Longmont 9-1-1:	That's okay.
02:26	Caller:	---- it's ----- [Street address omitted for privacy reasons] Drive.
02:33	Longmont 9-1-1:	Okay. And what's your friend's phone number please.?
02:38	Caller:	Okay, it's

02:40	Longmont 9-1-1:	What is your Friend's Phone number?
02:42	Caller:	I thought I...Didn't I already say it?
02:43	Longmont 9-1-1:	No Sir You didn't
02:44	Caller:	303
02:44	Longmont 9-1-1:	Is that the 303 656-----?
02:47	Caller:	Yeah Yeah
02:48	Longmont 9-1-1:	I'm sorry, I was asking for your phone number when I got that Hang on one second
02:51	Caller:	Oh, I'm sorry. Yeah, that's his.
02:53	Longmont 9-1-1:	Alright. That's okay. Your phone number then?
02:56	Caller:	720-371-----]
03:05	Longmont 9-1-1:	Okay, Um , we will see what we can do, okay?
03:08	Caller:	Okay.
03:09	Longmont 9-1-1:	Alright, and, uh, I'll have an officer contact you?
03:12	Caller:	Okay
03:12	Longmont 9-1-1:	Alright, thank you sir for calling. okay, as soon as we have um, I'll have an officer call you as well, okay?
03:20	Longmont 9-1-1:	Do you know who his cellphone carrier is.? That will save me some time.
03:24	Caller:	Um, oh God, Um, it's, um, it's Verizon it's Verizon.
03:29	Longmont 9-1-1:	It is Verizon?
03:30	Caller:	It is Verizon.
03:35	Longmont 9-1-1:	Alright, and I'll have someone call you, okay? and we'll start tracing this as soon as we can. Did he mention, he just said he was going to throw himself in front of a vehicle, ah excuse me, a semi, am I correct?
03:44	Caller:	Yeah, that's what he said.
03:45	Longmont 9-1-1:	Okay

03:45	Caller:	He wouldn't tell me where he was.
03:47	Longmont 9-1-1:	Alright, Not a problem. We'll go ahead and get on this. Okay?
03:51	Caller:	Okay.
03:51	Longmont 9-1-1:	Thank you sir.
03:53	Caller:	Yeah.
03:54	Longmont 9-1-1:	Bye.
03:54	[Disconnected]	
04:01	[Dialtone/Dialing]	
04:10	Verizon:	You've reached the Verizon Wireless Law Enforcement Team
04:14	[Ringing]	
04:31	Verizon:	Hi this is Doug with Verizon Wireless Legal. Can I have your name and agency please?
04:35	Longmont 9-1-1:	Hi Josh my name is Christine Mason I'm with the Longmont Police Department.
04:42	Verizon:	You're with...I'm Sorry, what PD is it?
04:44	Longmont 9-1-1:	Longmont L-o-n-g-m-o-n-t Colorado
04:49	Verizon:	How can I help you today?
04:51	Longmont 9-1-1:	I'm calling to report um we just received a 9-1-1 call from a male party stating that his friend just called him stating that he wanted to throw himself in front of a semi and was on the Interstate on his cellphone.
05:05	Verizon:	Okay. What's the ah target telephone number?
05:08	Longmont 9-1-1:	303-656--- I'm sorry correction ----.
05:18	Verizon:	And what's the call back verification number for you?
05:20	Longmont 9-1-1:	303-651-8501.
05:27	Verizon:	And do you have one of our emergency information request forms?
05:30	Longmont 9-1-1:	I probably do.

05:32	Verizon:	Okay. I'll put you on a brief hold while I while I get the information okay. You're looking for location information, correct?
05:37	Longmont 9-1-1:	Yes sir, I am.
05:39	Verizon:	[Unintelligible.]
05:40	Longmont 9-1-1:	Thank you.
	[Background PSAP Noise as 9-1-1 Operator Searches through public records for additional information on the reported suicidal person.]	
09:16	Longmont 9-1-1:	Oh, Looky here. I found the guy.
10:08	Longmont 9-1-1:	[To someone in PSAP:] Sorry, I'm...I'm on hold.
10:26	Verizon:	Okay Ma'am. Thank you for holding.
10:29	Longmont 9-1-1:	No problem.
10:31	Verizon:	Hello.
10:32	Longmont 9-1-1:	Yeah. I'm here.
10:33	Verizon:	Okay, it looks like the last activity I have is at 16:10 today. It looks like he hit
10:38	Longmont 9-1-1:	Yes, that would be arou...
10:42	Verizon:	I'm sorry.
10:42	Longmont 9-1-1:	That would be it.
10:44	Verizon:	Uh, yeah. 1610 was the last time I have.
10:48	Longmont 9-1-1:	okay.
10:48	Verizon:	He hit cell tower number ah 589, which is located on 3855 Lewiston street in Aurora.
10:58	Longmont 9-1-1:	Can you spell that for me?

10:59	Verizon:	It looks like...sure L-e-w--i-s-t-o-n. Street in Aurora. Ah, looks like he was approximately .91 miles away from that particular location ah it looks like he was he hit sector 1 on the tower the center of that sector is at 350 degrees which would put him in the a I would say a north-northwest direction but plus or minus 60 degrees for the full width of the sector. Now the round trip delay measurement which is not which is not related to a GPS measurement but produces a call latitude and longitude of solely off the call signal [Unintelligible]. That latitude is, is 39.77221
11:44	Longmont 9-1-1:	One more time with that latitude 39.
11:46	Verizon:	Yep. point 77221
11:50	Longmont 9-1-1:	And the lat..I mean the...
11:51	Verizon:	and the longitude is negative ah negative 104.81809, and that should correlate with the distance.
12:02	Longmont 9-1-1:	Alright, thank you. I really appreciate it and I'll fill that out and get it back to you.
12:08	Verizon:	Okay, thank you.
12:08	Longmont 9-1-1:	Uh, can you just fax one over to me just in case
12:11	Verizon:	Sure, what's your fax number?
12:13	Longmont 9-1-1:	303-651-8972.
12:18	Verizon:	Okay, I'll send it right over.
12:20	Longmont 9-1-1:	Thank you sir. I really appreciate your time.
12:21	Verizon:	No problem.
12:22	Longmont 9-1-1:	Bye.
12:22	Verizon:	Yep, no problem.
12:25	[Disconnected]	
12:31	[Dial Tone/Ringing]	
12:43	Aurora 9-1-1:	Aurora Dispatch [Unintelligible]. Do you have an emergency?
12:46	Longmont 9-1-1:	Ah.

12:47	Aurora 9-1-1:	Hello.
12:48	Longmont 9-1-1:	Hi. My name is Christine with Longmont Police and Fire Department I'm calling to report a possible suicidal party.
12:55	Aurora 9-1-1:	Okay, where at?
12:55	Longmont 9-1-1:	Ah, to be honest with you, I did this off of the cellphone ping with Verizon wireless. I have a lat long. But I don't have a physical address. I do have the gentleman's physical address I obtained off the QDA from CBI. Here's how it went down. I received a 9-1-1 phone call from a Aaron ----- who resides at ----- Drive in Longmont.
13:25	Aurora 9-1-1:	---- [Street number omitted for privacy reasons]
13:27	Longmont 9-1-1:	----- one word --- [Street omitted for privacy reasons]
13:29	Aurora 9-1-1:	Alright. I have multiple things going on and I may have to throw you on hold because I'm also on fire. That's ---- and that's north or south -----?
13:36	Longmont 9-1-1:	There is no north or south, it's just ----- Drive, in Longmont.
13:40	Aurora 9-1-1:	Got it. Okay. In Longmont. Okay.
13:42	Longmont 9-1-1:	Aaron's phone number is 720-371-----
13:51	Aurora 9-1-1:	Okay.
13:51	Longmont 9-1-1:	States his friend Josh ----- [Last name omitted for privacy reasons], 27 year-old male phoned from 303-656----- stating that he was in his silver jeep, was going to pull over on the Interstate and commit suicide by stepping in front of a semi.
14:16	Aurora 9-1-1:	We just had somebody step in front of a vehicle less than 2 minutes ago.
14:19	Longmont 9-1-1:	Are you kidding me?
14:20	Aurora 9-1-1:	A silver chief was pulled off and stepped in front of a semi.
14:24	Longmont 9-1-1:	Yeah, I've got a license plate on the vehicle that I obtained off the QDA of ----- . [To someone else in Longmont PSAP: "He did it.]
14:31	Aurora 9-1-1:	----- . Okay.
14:32	Longmont 9-1-1:	Yep.
14:32	Aurora 9-1-1:	Okay

14:33	Longmont 9-1-1:	And I have..
14:35	Aurora 9-1-1:	Is that correct?
14:38	Aurora 9-1-1:	I'm sorry.
14:39	Longmont 9-1-1:	That's what I obtained off of the QDA. [Background: "Her suicide did it."]
14:44	Aurora 9-1-1:	Okay. I'm double checking it because I'm betting your 9-1-1 ...
14:47	Longmont 9-1-1:	Yeah, I've got an address...
14:48	Aurora 9-1-1:	got hit by a tractor trailer, okay
14:51	Aurora 9-1-1:	Alright, what's the address you've got?
14:54	Longmont 9-1-1:	I have an address off the lat. long.
14:57	Aurora 9-1-1:	Uh hum
14:58	Longmont 9-1-1:	of 39.77221 longitude negative 104.818
15:10	Aurora 9-1-1:	point 818
15:12	Longmont 9-1-1:	09
15:14	Aurora 9-1-1:	09
15:15	Longmont 9-1-1:	The gentleman at Verizon said he was .19 miles away from ah a cell tower at 3855 Lewiston, and it should be in a north-northeast direction.
15:32	Aurora 9-1-1:	Pretty close to where we're ... okay.
15:35	Longmont 9-1-1:	The gentleman's name ah on the QDA. ah, his address is ----- [Street address omitted for privacy reasons] Avenue.
15:46	Aurora 9-1-1:	Okay, give me just a second here. Hold on.
15:47	Longmont 9-1-1:	No worries.
15:54	Aurora 9-1-1:	Okay.
16:08	Aurora 9-1-1:	Okay.
16:14	Aurora 9-1-1:	Yeah. [Unintelligible] real quick, I don't know if this is his home or not. Sorry, I'm grabbing another dispatcher here.

16:21	Longmont 9-1-1:	You're fine. It's particularly okay. I totally understand.
16:25	Aurora 9-1-1:	Um...hold on, I'm trying to pull up an actual address...
16:31	Longmont 9-1-1:	You're fine. No worries.
16:47	Aurora 9-1-1:	Yeah, well I'm fairly certain that's the same one because it is only about a quarter mile away.
16:53	Longmont 9-1-1:	Yeah, he, there's no coincidence like that.
16:56	Aurora 9-1-1:	Yeah. [Unintelligible]
16:59	Longmont 9-1-1:	Absolutely.
16:59	Aurora 9-1-1:	[Unintelligible]
17:01	Longmont 9-1-1:	Yep, I know.
17:02	Aurora 9-1-1:	So....hold on
17:04	Aurora 9-1-1:	[Unintelligible] Let me check with my PD dispatcher and see if this vehicle matches up okay?
18:03	Longmont 9-1-1:	You're fine.
18:40	Aurora 9-1-1:	Okay, and what was your name again?
18:42	Longmont 9-1-1:	My name is, ah, Christine Mason.
18:46	Aurora 9-1-1:	Christine, okay and a call back number there if I find I need you guys.
18:49	Longmont 9-1-1:	Longmont PD, 303-651-8501.
18:55	Aurora 9-1-1:	8501. okay. okay, they're not able to tell me yet but, ah, we've got both on the scene responded to so we'll go ahead and a I guess we'll let you know.
19:13	Longmont 9-1-1:	If you guys need a tapes request let me know, okay?
19:17	Aurora 9-1-1:	Okay, and a just my other question here. is, a was there anything else that they gave you, or any thing like that?
19:22	Longmont 9-1-1:	He didn't give me any other information.
19:25	Aurora 9-1-1:	Okay, except the lat long. Okay. I appreciate it. so much
19:28	Longmont 9-1-1:	Not a problem. uh hum. Goodbye.

19:30	Aurora 9-1-1:	Alright. Goodbye.
19:31	[Disconnected]	
	[Portion of Recording Not Related to Suicide Deleted]	
20:44	Longmont 9-1-1:	This is Christine.
20:46	Caller:	Hi, are you the one that I talked to earlier?
20:48	Longmont 9-1-1:	Is this Aaron?
20:49	Caller:	Yes.
20:50	Longmont 9-1-1:	Hi Aaron. I did speak with you earlier. How can I help you?
20:55	Caller:	Um, ah , I think he did it.
20:57	Longmont 9-1-1:	Okay. What makes you think he did it?
21:00	Caller:	He called me, and he told me that he was going to step in front of a semi truck, and then I could hear the cars in the background, and he said he was on the Interstate, and then
21:08	Longmont 9-1-1:	Um hum.
21:08	Caller:	Uh, it just went dead. And now when I call his phone, all I hear, is just, two beeps.
21:14	Longmont 9-1-1:	Okay.
21:14	Caller:	and a long beep.
21:15	Longmont 9-1-1:	Alright.
21:16	Caller:	and
21:18	Longmont 9-1-1:	Aaron, here's what I've done so far. I contacted Verizon ah security and obtained a ping for his cell phone. I was able to um I was able to secure a lat long on his cellphone from where it was at, and it shows that it's still in Aurora Colorado. Um, what I will do, is transfer you over to Aurora, I have already contacted them to let them know the situation, and they may be have further information that they're able to provide you at this time. okay?

21:50	Caller:	Okay.
21:51	Longmont 9-1-1:	If I lose you, please call me back on 9-1-1 and I'll stay on the line with you until I get you transferred. Okay?
21:57	Caller:	Okay. I, ah I just want to know something.
22:00	Longmont 9-1-1:	Sure, I understand. It may be a little bit of time, sir, before you can, ah, know anything. Okay?
22:07	Caller:	Okay.
22:07	Longmont 9-1-1:	Do you understand what I'm saying?
22:09	Caller:	Yeah, I do. I'm, I'm, I, I just don't know what to think right now.
22:13	Longmont 9-1-1:	Okay. Is there anybody with you?
22:16	Caller:	Um, yeah, I got a friend.
22:18	Longmont 9-1-1:	Okay. Alright. If you'll hold for just a moment sir, I will transfer you.
22:22	Caller:	Okay.
22:23	Longmont 9-1-1:	Thank you for your patience.
22:31	[Ringing]	
22:39	[End of recording]	